

CLAIMS

1. A method for mobile monitoring of an interactive service center where, under management of a central installation, at least one agent processes inquiries, the method comprising the steps of:

5 recording data relating to at least one of the processing of the inquiries and the management of the processing;

displaying the recorded data, including displaying the data to a supervisor by a mobile communication unit; and

monitoring the displayed data by the supervisor.

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2. A method for mobile monitoring of an interactive service center as claimed in Claim 1, the method further comprising the step of using the recorded data to create supervisory information which is displayed in the mobile communication unit.

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3. A method for mobile monitoring of an interactive service center as claimed in Claim 2, the method further comprising the step of transmitting the supervisory information to the mobile communication unit.

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4. A method for mobile monitoring of an interactive service center as claimed in Claim 2, the method further comprising the steps of:

transmitting at least a selection of the recorded data to the mobile communication unit; and

creating the supervisory information in the mobile communication unit.

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5. A method for mobile monitoring of an interactive service center as claimed in Claim 1, the method further comprising the step of controlling, by the supervisor using the mobile communication unit, at least one of the processing of the inquiries and the management of the processing.

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